



EMPHASYS SOFTWARE

PARTNER PORTAL **LANDLORD** USER GUIDE

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Partner Portal – Landlord User Guide

<https://lanshc-landlordportal.partnerinhousing.com>

Step 1

1. Create Account and Login to Partner Portal

- a. Open up a browser screen and go to the URL (internet address) where the Partner Portal is hosted to create an account, login and start using the partner portal. **You will need your TIN or SSN used to do business with LHC in order to create an account.**
- b. From the main login page, click the 'Create an Account' link.

Log In

<https://lanshc-landlordportal.partnerinhousing.com/View/Security/Login.aspx>

LANSING HOUSING
LHC
COMMISSION

Log In

Available
Available Housing

LOG IN

Log In

User Name:

Password:

[Create an Account](#)
[Forgot your password?](#)

Log In

MESSAGES

Important Notice:
Welcome to the Lansing Housing Commission
landlord portal! Effective 9/1/16 direct deposit
statements will no longer be mailed. Please see the
link below on how to create an account. Should you
have any questions please email us at
landlordportal@lanshc.org.
Thank you!

© 2016 LANSING HOUSING COMMISSION

- c. This will take you to the create account page:

Create Account - Windows Internet Explorer

http://www.ndwebserver.com/PartnerPortal/View/Login/CreateAccount.aspx

File Edit View Favorites Tools Help

digsby Search the web Search Ask Launch Digsby Images Weather News Maps Options

Favorites Suggested Sites Web Slice Gallery

Create Account

AnyTownPHA PartnerPortal

Log In

Available

Available Housing

Add User

User Name

Password

Confirm Password

Email

Landlord

Business Name

Contact First Name

Contact Middle Name

Contact Last Name

Street

Suite

City

State

ZIP

Phone

Extension

Tax ID

Please enter in the format of xxx-xx-xxxx or xx-xxxxxxx

HLQKW

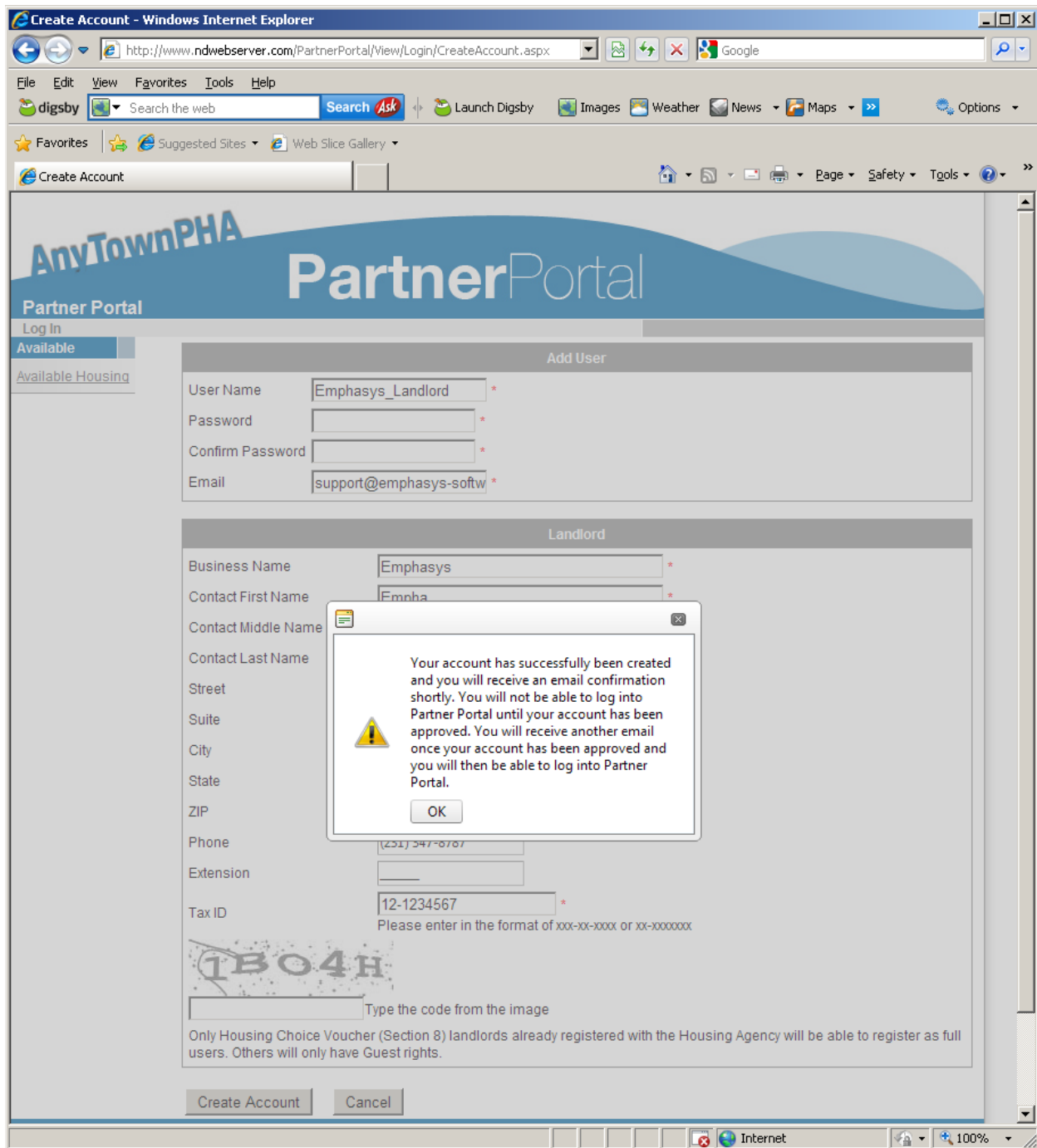
HLQKW Type the code from the image

Only Housing Choice Voucher (Section 8) landlords already registered with the Housing Agency will be able to register as full users. Others will only have Guest rights.

Create Account Cancel

Done Internet 100%

d. Fill in the information for a new login and click the "Create Account" button.



- e. This message tells you that your account has been created, and you will receive a couple email messages. One telling you of your account info, the other informing you the account has been approved. Once your account is approved, you may go back to the same screen, login, and start using Partner Portal.
- f. If the Housing Authority does not require internal account approval, you would see a slightly different message and be able to start using Partner Portal right away (after the first email confirmation).


Step 2

2. View your Families

- a. Once you login with the account you've created, you are presented with a list of your housed families:

The screenshot shows a web browser window displaying the 'My Families' page of the AnyTownPHA Partner Portal. The page has a blue header with the 'AnyTownPHA PartnerPortal' logo. Below the header, there is a navigation menu with links like 'Available Housing', 'Change Password', and 'Log Out'. The main content area is titled 'My Families' and contains a table of family information. The table has 8 columns: Last Name, First Name, Street, Suite, HAP Amount, Re-exam Date, Move-In Date, and Lease End Date. There are 6 rows of data, each with a magnifying glass icon in the first column. At the bottom of the table, there is a pagination bar showing 'Page size: 10' and '6 items in 1 pages'. The footer of the page includes links for 'Home', 'Privacy Statement', 'Disclaimer', 'Using Our Site', 'About Us', 'Phone Directory', and 'Contact Us', along with the 'AnyTownPHA' logo and copyright notice.

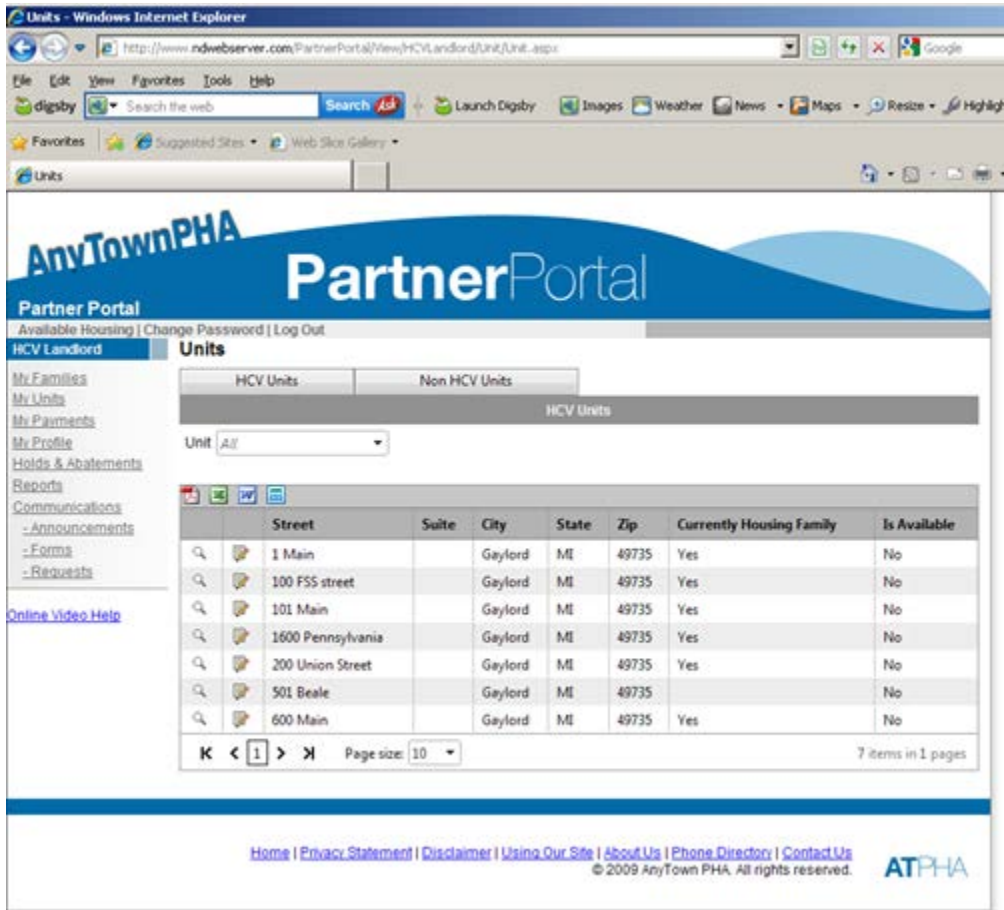
	Last Name	First Name	Street	Suite	HAP Amount	Re-exam Date	Move-In Date	Lease End Date
	Avila	Amy	1 Main		\$416.00	08/01/10	08/17/09	09/01/09
	Fss	Imin	100 FSS street		\$340.00	03/01/10	03/01/09	02/28/10
	Meyer	Katherine	101 Main		\$487.00	06/01/10	06/15/09	05/31/10
	Scott	Jeboria	1600 Pennsylvania		\$110.00	09/01/10	09/01/09	08/31/10
	Young	Malcolm	200 Union Street		\$350.00	09/01/10	09/01/09	08/31/10
	Young	Angus	600 Main		\$500.00	07/01/10	07/03/09	06/30/10

- b. You may click on the magnifying glass  icon to see more detail about the family, including members, etc.

Step 3


3. View Your Units

- a. Click on the 'My Units' link in the left hand margin menu to view a list of your units:



The screenshot shows a web browser window titled 'Units - Windows Internet Explorer' with the URL <http://www.ndwebserver.com/PartnerPortal/View/HCV/Landlord/Unit/Unit.aspx>. The page header features the 'AnyTownPHA PartnerPortal' logo. Below the header, there are links for 'Available Housing', 'Change Password', and 'Log Out'. The left-hand menu includes links for 'My Families', 'My Units' (highlighted with a black arrow), 'My Payments', 'My Profile', 'Holds & Abatelements', 'Reports', 'Communications', and 'Online Video Help'. The main content area is titled 'Units' and has tabs for 'HCV Units' and 'Non HCV Units'. Under 'HCV Units', there is a dropdown menu for 'Unit' set to 'All'. Below this is a table with 7 columns: 'Street', 'Suite', 'City', 'State', 'Zip', 'Currently Housing Family', and 'Is Available'. The table lists 7 units, all in Gaylord, MI, with zip code 49735. The 'Is Available' column shows 'No' for all units. At the bottom of the table, there is a pagination bar showing 'Page size: 10' and '7 items in 1 pages'. The footer contains links for 'Home', 'Privacy Statement', 'Disclaimer', 'Using Our Site', 'About Us', 'Phone Directory', and 'Contact Us', along with the copyright notice '© 2009 AnyTown PHA. All rights reserved.' and the 'ATPHA' logo.

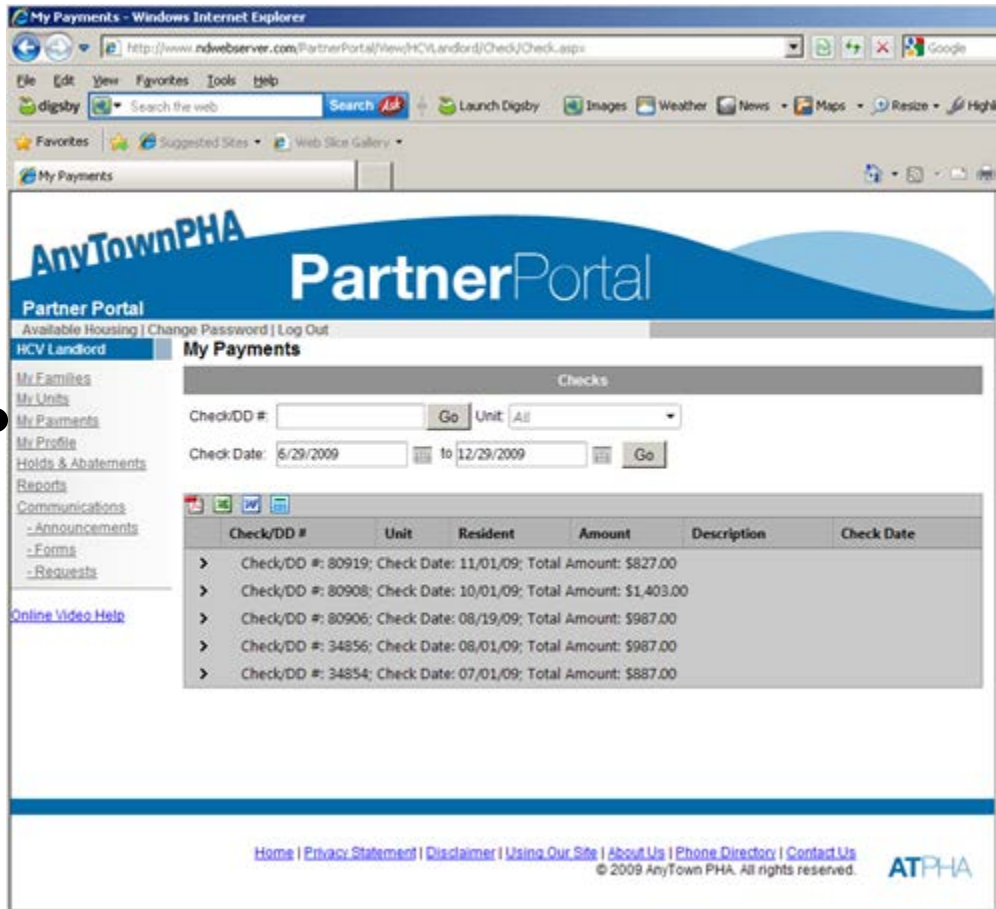
Street	Suite	City	State	Zip	Currently Housing Family	Is Available
1 Main		Gaylord	MI	49735	Yes	No
100 FSS street		Gaylord	MI	49735	Yes	No
101 Main		Gaylord	MI	49735	Yes	No
1600 Pennsylvania		Gaylord	MI	49735	Yes	No
200 Union Street		Gaylord	MI	49735	Yes	No
501 Beale		Gaylord	MI	49735		No
600 Main		Gaylord	MI	49735	Yes	No

- b. If you have rights to edit units, you may click the paper and pencil  icon to edit the unit information, including the availability date.

Step 4

4. View your payments

- a. You may click the 'My Payments' link in the left hand margin menu to search for and view a listing of your payments by date, check number, unit address, etc:



AnyTownPHA PartnerPortal

Available Housing | Change Password | Log Out

HCV Landlord

My Payments

My Families
My Units
My Payments
My Profile
Holds & Abatements
Reports
Communications
- Announcements
- Forms
- Requests
[Online Video Help](#)

Checks

Check/DD #: Go Unit:

Check Date: 6/29/2009 to 12/29/2009 Go

Check/DD #	Unit	Resident	Amount	Description	Check Date
> Check/DD #: 80919; Check Date: 11/01/09; Total Amount: \$827.00					
> Check/DD #: 80908; Check Date: 10/01/09; Total Amount: \$1,403.00					
> Check/DD #: 80906; Check Date: 08/19/09; Total Amount: \$987.00					
> Check/DD #: 34856; Check Date: 08/01/09; Total Amount: \$987.00					
> Check/DD #: 34854; Check Date: 07/01/09; Total Amount: \$887.00					

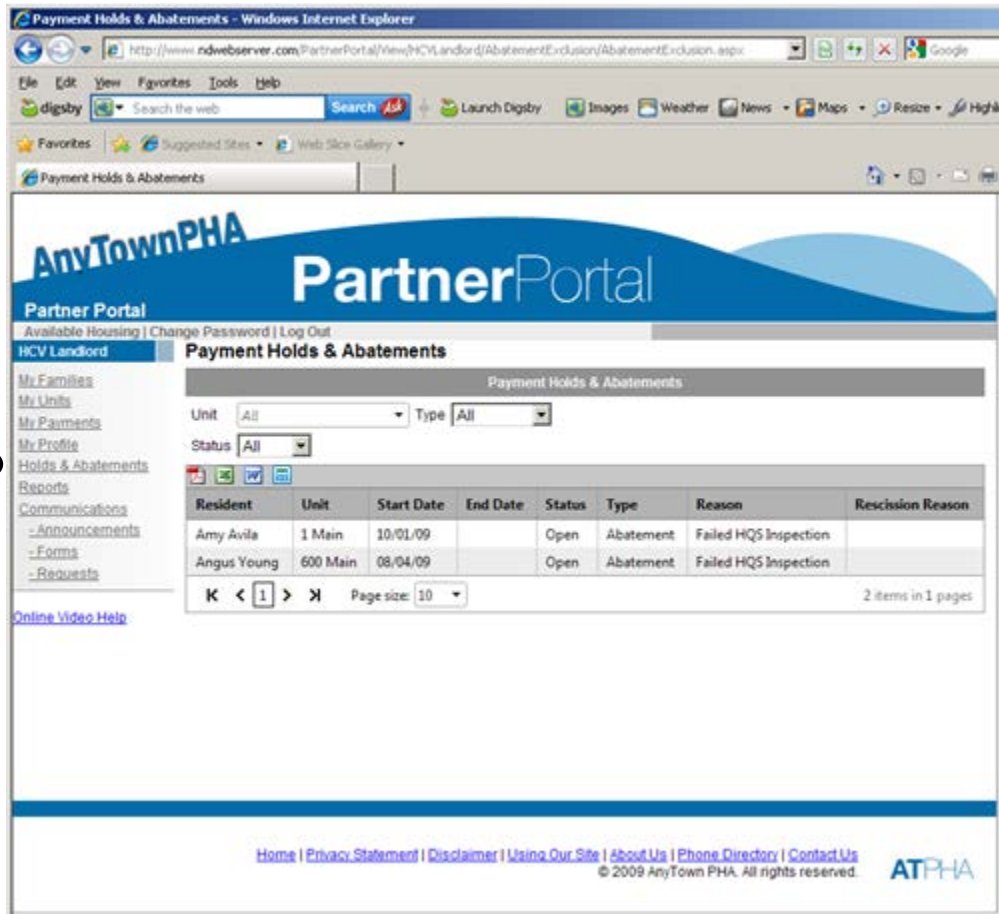
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- b. Also, if you click the '>' (arrow) to the left of each check, you can drill down to the detailed line items that make up the total.

Step 5

5. View Holds and Abatements

- a. You may click the 'Holds and Abatements' link in the left hand margin menu to view payment holds and abatements by unit, type or status:



The screenshot shows a web browser window displaying the 'AnyTownPHA Partner Portal'. The page title is 'Payment Holds & Abatements'. The left-hand navigation menu includes links for 'My Families', 'My Units', 'My Payments', 'My Profile', 'Holds & Abatements', 'Reports', 'Communications', and 'Online Video Help'. The 'Holds & Abatements' link is highlighted with a black arrow. The main content area shows a table of payment holds and abatements with columns for Resident, Unit, Start Date, End Date, Status, Type, Reason, and Rescission Reason. The table lists two entries: 'Amy Avila' and 'Angus Young', both with 'Open' status and 'Abatement' type, due to a 'Failed HQS Inspection'. The page also includes a search bar, a 'Launch Digby' button, and a footer with links to 'Home', 'Privacy Statement', 'Disclaimer', 'Using Our Site', 'About Us', 'Phone Directory', and 'Contact Us'.

Resident	Unit	Start Date	End Date	Status	Type	Reason	Rescission Reason
Amy Avila	1 Main	10/01/09		Open	Abatement	Failed HQS Inspection	
Angus Young	600 Main	08/04/09		Open	Abatement	Failed HQS Inspection	





- b. You'll notice at the top of this grid, and every grid in partner portal, you have the ability to export to PDF, Excel, Word, or CSV.

Payment Holds & Abatements

Payment Holds & Abatements

Unit Type

Status



Resident	Unit	Start Date	End Date	Status	Type	Reason	Rescission Reason
Amy Avila	1 Main	10/01/09		Open	Abatement	Failed HQS Inspection	
Angus Young	600 Main	08/04/09		Open	Abatement	Failed HQS Inspection	

K < 1 > »

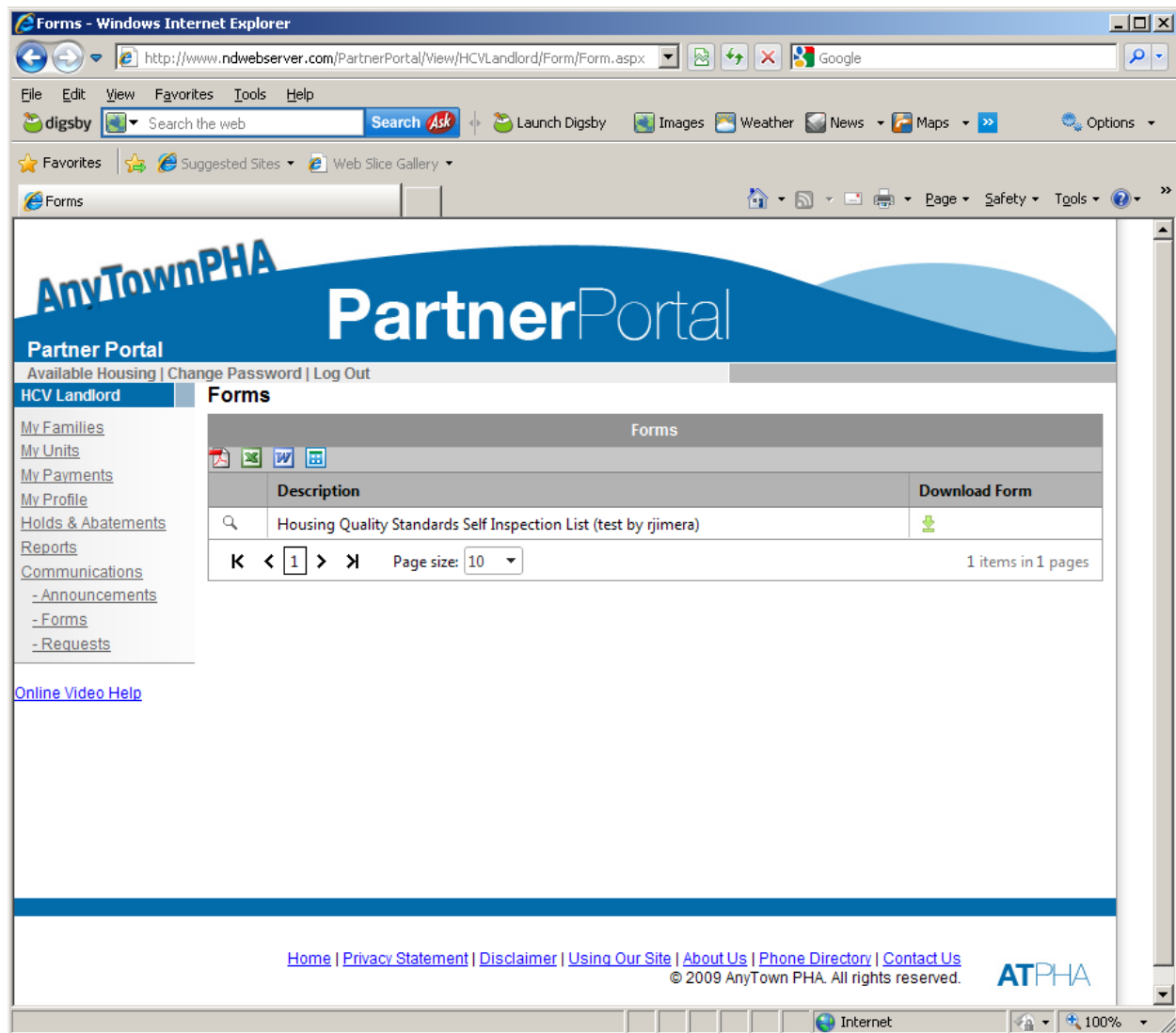
Page size:

2 items in 1 pages

Step 6

6. Communication

- a. There are three types of communication available for the landlord
 - i. Announcements
 - ii. Forms
 - iii. Requests
- b. Here is a view of the screen where forms published by the HA may be available for download (example is a HQS Self Inspection form):



- c. Announcements are available if the HA has published any for viewing by the landlord.
- d. Requests (if enabled by the HA) can be created by the landlord for the housing authority by clicking on the requests link.

My Requests - Windows Internet Explorer

http://www.ndwebserver.com/PartnerPortal/View/HCVLandlord/Request/MyReque

File Edit View Favorites Tools Help

Search the web Search Ask Launch Digsby Images Weather News Maps Options

Favorites Suggested Sites Web Slice Gallery

My Requests

AnyTownPHA PartnerPortal

Partner Portal

Available Housing | Change Password | Log Out

HCV Landlord My Requests

My Families
My Units
My Payments
My Profile
Holds & Abatements
Reports
Communications
- Announcements
- Forms
- Requests

Online Video Help


My Requests				
	Request Date	Request Type	Request Status	Days Since Requested
	11/12/2009 11:31:44 AM	Rent	Active	54
	11/12/2009 9:30:37 AM	Tax ID	Active	54
	9/14/2009 3:58:21 PM	Rent	Active	113

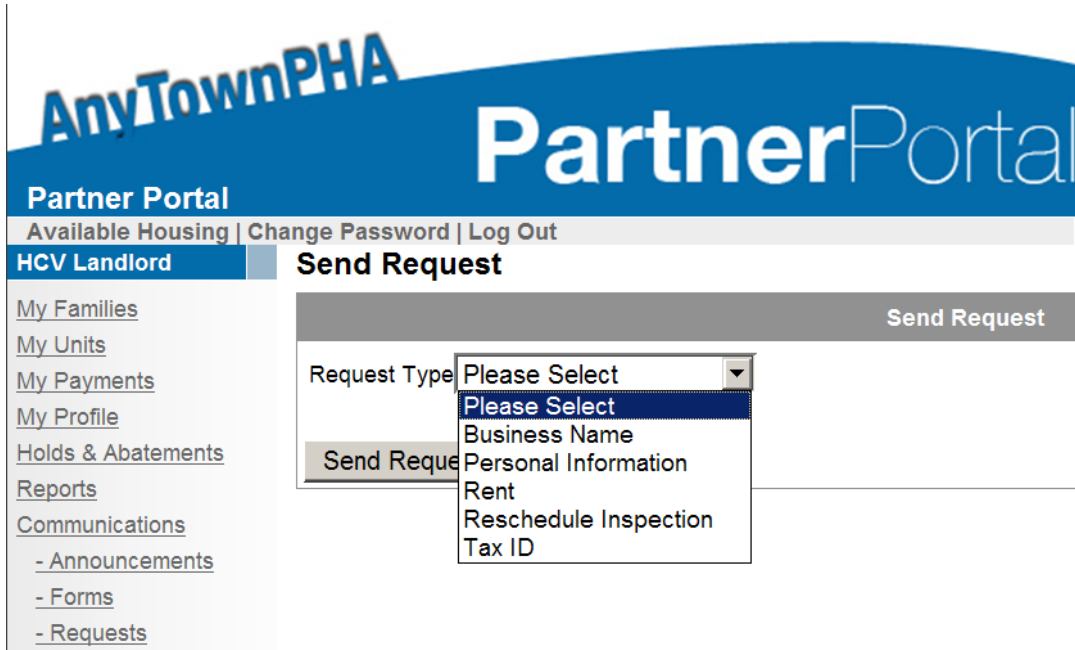
K < 1 > X Page size: 10 3 items in 1 pages

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Internet 100%

- e. If you click the new button  it takes you to the new request screen, where you can send specific requests to the PHA
- f. Select the type of request you wish to make:



AnyTownPHA Partner Portal

Available Housing | Change Password | Log Out

HCV Landlord

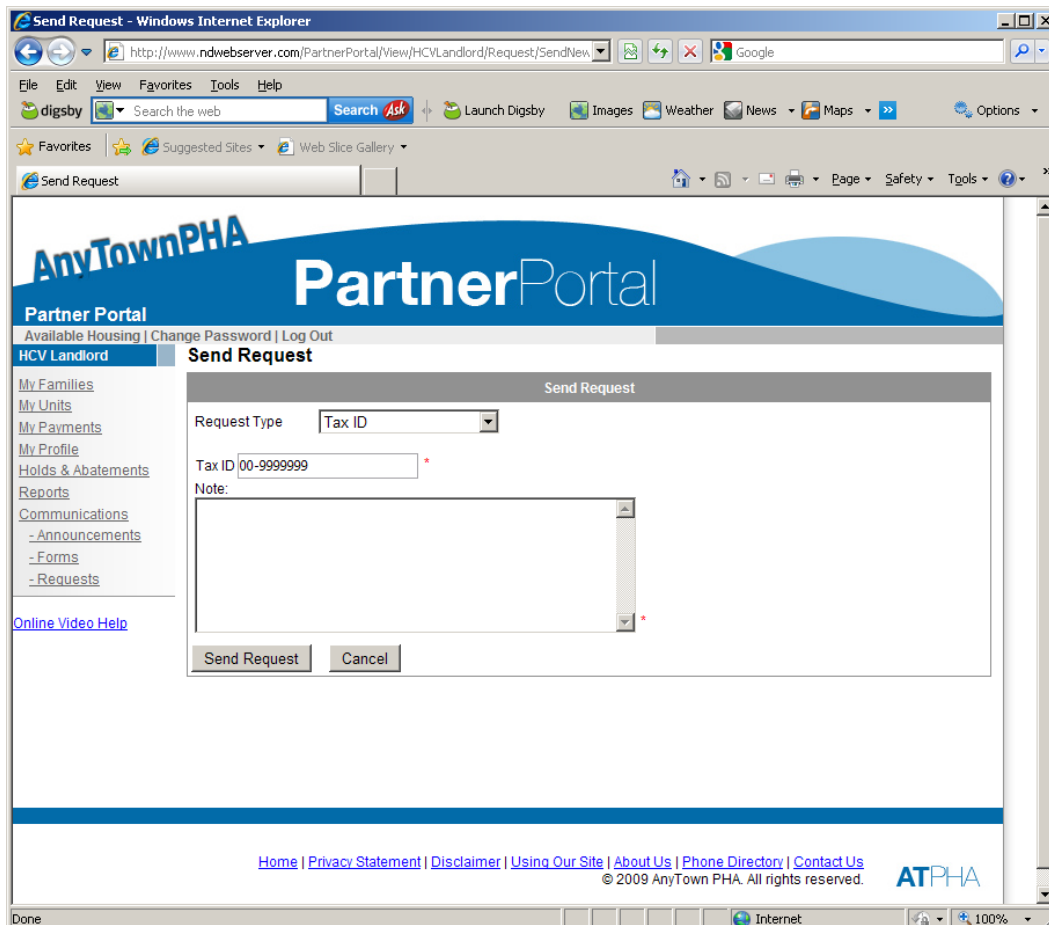
Send Request

Request Type: Please Select

Send Request

My Families
My Units
My Payments
My Profile
Holds & Abatements
Reports
Communications
- Announcements
- Forms
- Requests

- g. (this example is for Tax ID):



Send Request - Windows Internet Explorer

http://www.ndwebserver.com/PartnerPortal/View/HCVLandlord/Request/SendNew

File Edit View Favorites Tools Help

digsby Search the web Search Ask Launch Digsby Images Weather News Maps Options

Favorites Suggested Sites Web Slice Gallery

Send Request

AnyTownPHA Partner Portal

Available Housing | Change Password | Log Out

HCV Landlord

Send Request

Request Type: Tax ID

Tax ID: 00-9999999

Note:

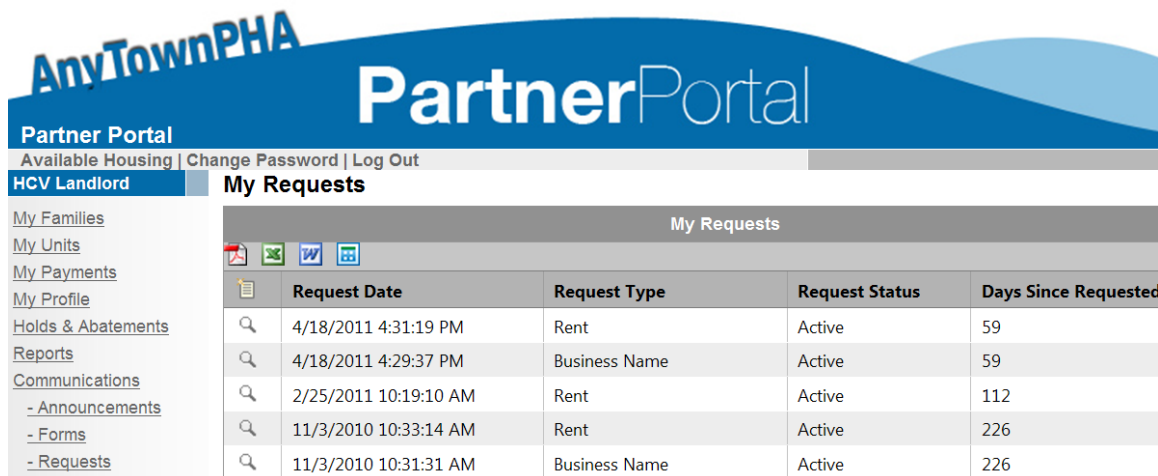
Send Request Cancel

Online Video Help

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- h. Once you have completed entering your request, all your requests will be displayed in the screen and you will be able to view the status of your requests.



The screenshot shows the 'AnyTownPHA Partner Portal' interface. The header includes the portal name and navigation links: 'Available Housing | Change Password | Log Out'. The user is logged in as 'HCV Landlord'. The left sidebar contains a menu with links: 'My Families', 'My Units', 'My Payments', 'My Profile', 'Holds & Abatements', 'Reports', 'Communications' (with sub-links for '- Announcements', '- Forms', and '- Requests'). The main content area is titled 'My Requests' and displays a table of requests.

My Requests				
	Request Date	Request Type	Request Status	Days Since Requested
🔍	4/18/2011 4:31:19 PM	Rent	Active	59
🔍	4/18/2011 4:29:37 PM	Business Name	Active	59
🔍	2/25/2011 10:19:10 AM	Rent	Active	112
🔍	11/3/2010 10:33:14 AM	Rent	Active	226
🔍	11/3/2010 10:31:31 AM	Business Name	Active	226

- i. After the housing authority has approved or denied your request, the status will change from “active” to “approved” or “denied”.